Position Title: Graduate Assistant Welcome Desk Operations/Member Services

Reports to: Tim Klatt, WRS Associate Director/Recreation; 319-273-7120; Wellness and Recreation Services, WRC 101, University of Northern Iowa, Cedar Falls, Iowa, 50614-0201
timothy.klatt@uni.edu

Terms of Employment:
- For the fall semester: 20 hours per week, beginning August 22, 2016 and ending December 16, 2016. Does not include the week of Thanksgiving Break.
- For the spring semester: 20 hours per week, beginning January 9, 2017 and ending May 5, 2017. Does not include the week of Spring Break.
- Conduct Welcome Desk shift visits
- Assists with special event set up and event management

Compensation:
- Full assistantship salary for 2016-17 will be $5044 per semester.
- Graduate Assistants may qualify for in-state tuition and fees.
- Graduate Assistants receive University holidays and do not work during Thanksgiving Break, Spring Break, or the interims between semesters.
- For more information on the Graduate Assistantship System and procedures: http://www.grad.uni.edu/assistantships/

Position Description:
- Assists with daily operations and management for the Rec Trac Pass Management system
- Assist with supervision and evaluation of Welcome Desk staff
- Assist with creating and managing the work schedules for Welcome Desk staff
- Assist with the training and orientation for new Welcome Desk staff
- Assist with Welcome Desk check-out and sale equipment inventory
- Assist with providing information and processing membership/guest service requests
- Serve as chair or co-chair for the WRS Social Media committee
- Assist with planning, implementation and evaluation of WRS youth programs
- Participates in committee/departmental meetings for purposes of program planning and development
- Assists with program assessment
- Completes Facility Manager shifts as needed
- Provides tours of recreation and athletic facilities as needed
Qualifications:

- Must be a full-time, degree-seeking student in a graduate program (e.g., Postsecondary Education: Student Affairs; Health Promotion, Leisure/Recreation or other related field preferred)
- Must be enrolled in 9 graduate credits each semester of the assistantship.
- Maintain a Plan GPA of at least 3.00. First semester graduate students must have an undergraduate GPA of at least 3.00.
- B.A. degree in leisure, recreation, health or related field preferred
- Experience assisting with program planning, student employee development, marketing and facility operations
- Possess strong interpersonal and organization skills
- Demonstrate evidence of competent writing and oral communication skills
- Demonstrated ability to be self-motivated and to conduct oneself in a highly professional and ethical manner
- A working knowledge of Microsoft Office (required)
- Ability to communicate effectively with a diverse population

Application Process and Deadline: To apply, email the completed Application Form for Graduate Assistantship (available at http://www.grad.uni.edu/assistantships), a letter of application, resume, and email addresses and telephone numbers of three (3) references to: Timothy Klatt, Associate Director/Recreation, timothy.klatt@uni.edu.

Applications received by April 18, 2016 will be given preferential consideration.